

Trouble Tickets

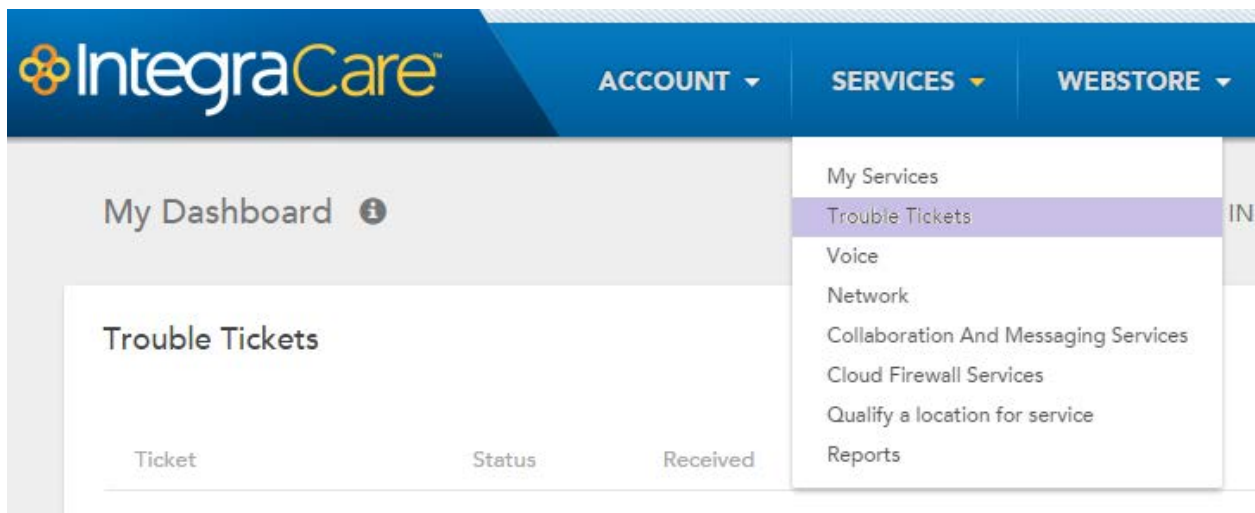
Quick Start Guide



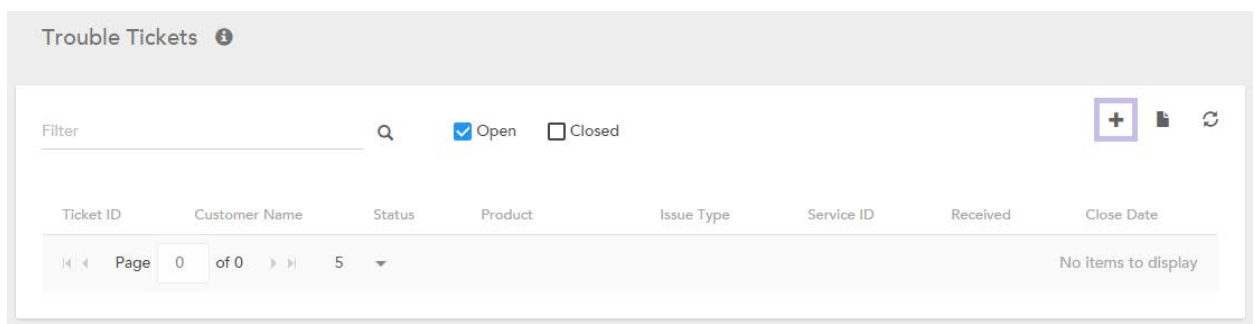
Creating, Tracking, & Managing Trouble Tickets

The second an issue pops up with your service, it's easy to go online and submit a ticket with a few clicks. Along with creating the ticket, you can track its status, attach additional notes, and view related outages.

1. Begin by selecting **Trouble Tickets** in the **Services** dropdown.




2. To create a ticket, click on the + symbol.



- In the pop-up window, select the service impacted and then fill out the form accordingly with your contact information, access information, and a short description of the problem. Then click **Create**.

Create a Ticket
×

Selected Service

 NATION

Contact Information

Name	John Doe
Phone	555-555-5555
Email	john.doe@test.com

Access Information

Any time

Weekdays

Saturday

Sunday

Problem Description

Service Issue Out of Service ▼

Short Description Test

Issue Details and Symptoms Test

CLOSE
CREATE

- A message will appear to confirm your ticket submission. Click **Close**.

Thank you for submitting a service repair ticket.
×

Your ticket ID is: **T0522170**

Your business is important to us and we'll begin triaging your issue shortly.

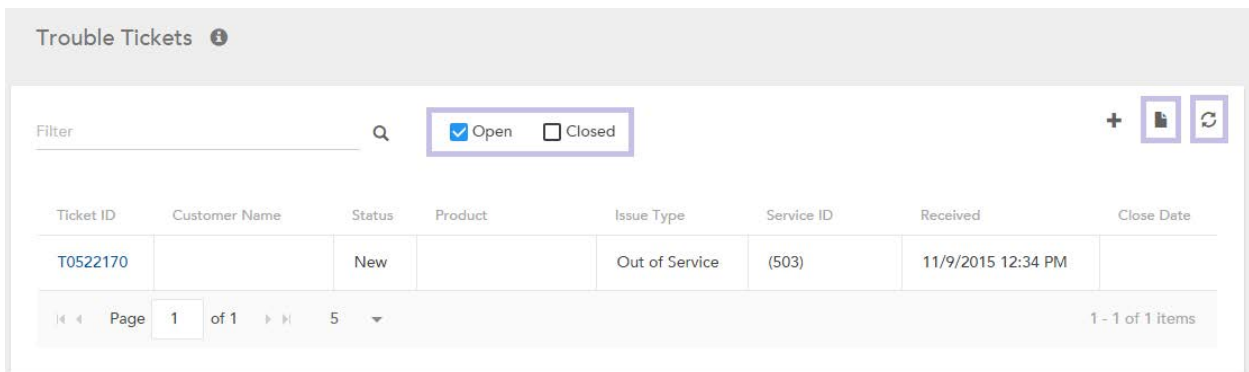
It may take up to a few minutes for this ticket to appear in the IntegraCare ticketing dashboard. A customer service representative will be following up with you.

CLOSE



- The ticket is now visible in the dashboard. Use the **check boxes** to toggle between viewing open and closed tickets.

To download a log of your tickets, click on the **page** icon.

To refresh the table, select the **refresh** icon.



Trouble Tickets ⓘ

Filter Q Open Closed +  

Ticket ID	Customer Name	Status	Product	Issue Type	Service ID	Received	Close Date
T0522170		New		Out of Service	(503)	11/9/2015 12:34 PM	

« ‹ Page 1 of 1 › » 5 ▾ 1 - 1 of 1 items

- To track the status of a ticket, click on the **Ticket ID**. Then, you can switch between the tabs to see its status, add more notes, or see related outages.

Ticket Detail: ID - T0522170

Received 11/9/2015 7:34:44 PM PST	Status <u>New</u>
Issue Type Out of Service	Priority 1
Closed 1/1/1900 12:00:00 AM	Service ID
Owner	Available for access Anytime
Callback # 555-555-5555	Elapsed Time
Created By John Doe	EPC Product Basic Voice Services

<u>DESCRIPTION</u>	STATUS LOG	NOTES	CONTACT INFO	RELATED OUTAGE
Test				